

Project Investment Justification

DTS IT Equipment 2021

DE210010

Department of Economic Security

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1. GENERAL INFORMATION

PIJ ID: DE210010

PIJ Name: DTS IT Equipment 2021

Account: Department of Economic Security

Business Unit Requesting: DES/Division of Technology Services (DTS)

Sponsor: Mark Darmer

Sponsor Title: CIO

Sponsor Email: mdarmer@azdes.gov

Sponsor Phone: (602) 771-6079

2. MEETING PRE-WORK

2.1 What is the operational issue or business need that the Agency is trying to solve? (i.e....current process is manual, which increases resource time/costs to the State/Agency, and leads to errors...):

The Division of Technology Services will facilitate the purchase of end-user computer technology to continue with the FY21 refresh and assist DES programs to meet additional demand as a result of staff increases due to the pandemic. The business model continues to evolve to move people to telecommuting. Equipment will be surplus.

2.2 How will solving this issue or addressing this need benefit the State or the Agency?

In order to have equipment for new staff and accommodate the new business models, it is necessary to replace computers, laptops, monitors and then surplus the equipment.

2.3 Describe the proposed solution to this business need.

PC, monitors, and laptops are based on our current standards as well as Division operational requirements.

An amount is set aside for contingency for additional equipment as the pandemic has caused unexpected technology equipment needs.

PC Quotes received from:

Milestone - Selected, Quote received.

WWT - Quote Received

CDW -Quote Received

Added 8.1% tax for all hardware regardless of tax provided in quote, if any.

The vendor, Milestone, selected met our requirements exactly for all equipment. DES has a previous successful support relationship with the vendor. The Enterprise Desktop Support team will coordinate with each Division, the proposed devices to be replaced and will also handle coordinating the reassignment or surplus of the old equipment.

Approved by CIO, Mark Darmer, on 12/30/20.

Approved by DES Director, Michael Wisehart, on 12/30/20

2.4 Has the existing technology environment, into which the proposed solution will be implemented, been documented?

Yes

2.4a Please describe the existing technology environment into which the proposed solution will be implemented.

2.5 Have the business requirements been gathered, along with any technology requirements that have been identified?

No

2.5a Please explain below why the requirements are not available.

A list of equipment needs by Division is attached. This is not a software solution.

3. PRE-PIJ/ASSESSMENT

3.1 Are you submitting this as a Pre-PIJ in order to issue a Request for Proposal (RFP) to evaluate options and select a solution that meets the project requirements?

No

3.1a Is the final Statement of Work (SOW) for the RFP available for review?

3.2 Will you be completing an assessment/Pilot/RFP phase, i.e. an evaluation by a vendor, 3rd party or your agency, of the current state, needs, & desired future state, in order to determine the cost, effort, approach and/or feasibility of a project?

No

3.2a Describe the reason for completing the assessment/pilot/RFP and the expected deliverables.

3.2b Provide the estimated cost, if any, to conduct the assessment phase and/or Pilot and/or RFP/solicitation process.

3.2e Based on research to date, provide a high-level cost estimate to implement the final solution.

4. PROJECT

4.1 Does your agency have a formal project methodology in place?

Yes

4.2 Describe the high level makeup and roles/responsibilities of the Agency, Vendor(s) and other third parties (i.e. agency will do...vendor will do...third party will do).

The vendor will be responsible for providing hardware.

The agency will be responsible for the refresh, deployment, and disbursement of the hardware.

4.3 Will a PM be assigned to manage the project, regardless of whether internal or vendor provided?

Yes

4.3a If the PM is credentialed, e.g., PMP, CPM, State certification etc., please provide certification information.

4.4 Is the proposed procurement the result of an RFP solicitation process?

No

4.5 Is this project referenced in your agency's Strategic IT Plan?

Yes

5. SCHEDULE

5.1 Is a project plan available that reflects the estimated Start Date and End Date of the project, and the supporting Milestones of the project?

No

5.2 Provide an estimated start and finish date for implementing the proposed solution.

Est. Implementation Start Date

Est. Implementation End Date

1/20/2021 12:00:00 AM

8/31/2021 12:00:00 AM

5.3 How were the start and end dates determined?

Other

5.3a List the expected high level project tasks/milestones of the project, e.g., acquire new web server, develop software interfaces, deploy new application, production go live, and estimate start/finish dates for each, if known.

| Milestone / Task | Estimated Start Date | Estimated Finish Date |
|---|----------------------|-----------------------|
| Submit Purchase Order to Vendors | 01/20/21 | 05/30/21 |
| Vendors to process and ensure delivery | 01/20/21 | 05/30/21 |
| DES Receive, tag and prep (image) devices | 02/28/21 | 06/30/21 |
| Deploy & Install Devices | 02/28/21 | 06/30/21 |
| Payment of Invoices | 07/01/21 | 08/31/21 |

5.4 Have steps needed to roll-out to all impacted parties been incorporated, e.g. communications, planned outages, deployment plan?

Yes

5.5 Will any physical infrastructure improvements be required prior to the implementation of the proposed solution. e.g., building reconstruction, cabling, etc.?

No

5.5a Does the PIJ include the facilities costs associated with construction?

5.5b Does the project plan reflect the timeline associated with completing the construction?

6. IMPACT

6.1 Are there any known resource availability conflicts that could impact the project?

No

6.1a Have the identified conflicts been taken into account in the project plan?

6.2 Does your schedule have dependencies on any other projects or procurements?

No

6.2a Please identify the projects or procurements.

6.3 Will the implementation involve major end user view or functionality changes?

No

6.4 Will the proposed solution result in a change to a public-facing application or system?

No

7. BUDGET

7.1 Is a detailed project budget reflecting all of the up-front/startup costs to implement the project available, e.g, hardware, initial software licenses, training, taxes, P&OS, etc.?

Yes

7.2 Have the ongoing support costs for sustaining the proposed solution over a 5-year lifecycle, once the project is complete, been determined, e.g., ongoing vendor hosting costs, annual maintenance and support not acquired upfront, etc.?

Yes

7.3 Have all required funding sources for the project and ongoing support costs been identified?

Yes

7.4 Will the funding for this project expire on a specific date, regardless of project timelines?

No

7.5 Will the funding allocated for this project include any contingency, in the event of cost over-runs or potential changes in scope?

Yes

8. TECHNOLOGY

8.1 Please indicate whether a statewide enterprise solution will be used or select the primary reason for not choosing an enterprise solution.

The project is using a statewide enterprise solution

8.2 Will the technology and all required services be acquired off existing State contract(s)?

Yes

8.3 Will any software be acquired through the current State value-added reseller contract?

No

8.3a Describe how the software was selected below:

8.4 Does the project involve technology that is new and/or unfamiliar to your agency, e.g., software tool never used before, virtualized server environment?

No

8.5 Does your agency have experience with the vendor (if known)?

Yes

8.6 Does the vendor (if known) have professional experience with similar projects?

Yes

8.7 Does the project involve any coordination across multiple vendors?

No

8.8 Does this project require multiple system interfaces, e.g., APIs, data exchange with other external application systems/agencies or other internal systems/divisions?

No

8.9 Have any compatibility issues been identified between the proposed solution and the existing environment, e.g., upgrade to server needed before new COTS solution can be installed?

No

8.9a Describe below the issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you.

8.10 Will a migration/conversion step be required, i.e., data extract, transformation and load?

No

8.11 Is this replacing an existing solution?

Yes

8.11a Indicate below when the solution being replaced was originally acquired.

PC, laptop, monitor, or printer replacements for equipment that is between 4 and 7 years old and changes in the business model.

8.11b Describe the planned disposition of the existing technology below, e.g., surplus, retired, used as backup, used for another purpose:

Hardware will be surplus in accordance to standards and policies.

8.12 Describe how the agency determined the quantities reflected in the PIJ, e.g., number of hours of P&OS, disk capacity required, number of licenses, etc. for the proposed solution?

Divisions were surveyed to identify needs based on changes in the business model for telecommuting and employee expansion due to COVID for the second half of FY2021.

8.13 Does the proposed solution and associated costs reflect any assumptions regarding projected growth, e.g., more users over time, increases in the amount of data to be stored over 5 years?

No

8.14 Does the proposed solution and associated costs include failover and disaster recovery contingencies?

No

8.14a Please select why failover and disaster recovery is not included in the proposed solution.

Not needed

8.15 Will the vendor need to configure the proposed solution for use by your agency?

No

8.15a Are the costs associated with that configuration included in the PIJ financials?

8.16 Will any app dev or customization of the proposed solution be required for the agency to use the project in the current/planned tech environment, e.g. a COTS app that will req custom programming, an agency app that will be entirely custom developed?

No

8.16a Will the customizations inhibit the ability to implement regular product updates, or to move to future versions?

8.16b Describe who will be customizing the solution below:

8.16c Do the resources that will be customizing the application have experience with the technology platform being used, e.g., .NET, Java, Drupal?

8.16d Please select the application development methodology that will be used:

8.16e Provide an estimate of the amount of customized development required, e.g., 25% for a COTS application, 100% for pure custom development, and describe how that estimate was determined below:

8.16f Are any/all Professional & Outside Services costs associated with the customized development included in the PIJ financials?

8.17 Have you determined that this project is in compliance with all applicable statutes, regulations, policies, standards & procedures, incl. those for network, security, platform, software/application &/or data/info found at aset.az.gov/resources/psp?

Yes

8.17a Describe below the compliance issues that were identified and how they have been/will be resolved, or whether an ADOA-ASET representative should contact you:

8.18 Are there other high risk project issues that have not been identified as part of this PIJ?

No

8.18a Please explain all unidentified high risk project issues below:

9. SECURITY

9.1 Will the proposed solution be vendor-hosted?

No

9.1a Please select from the following vendor-hosted options:

9.1b Describe the rationale for selecting the vendor-hosted option below:

9.1c Has the agency been able to confirm the long-term viability of the vendor hosted environment?

9.1d Has the agency addressed contract termination contingencies, e.g., solution ownership, data ownership, application portability, migration plans upon contract/support termination?

9.1e Has a Conceptual Design/Network Diagram been provided and reviewed by ASET-SPR?

9.1f Has the spreadsheet located at <https://aset.az.gov/arizona-baseline-security-controls-excel> already been completed by the vendor and approved by ASET-SPR?

9.2 Will the proposed solution be hosted on-premise in a state agency?

No

9.2a Where will the on-premise solution be located:

9.2b Were vendor-hosted options available and reviewed?

9.2c Describe the rationale for selecting an on-premise option below:

9.2d Will any data be transmitted into or out of the agency's on-premise environment or the State Data Center?

9.3 Will any PII, PHI, CGIS, or other Protected Information as defined in the 8110 Statewide Data Classification Policy be transmitted, stored, or processed with this project?

No

9.3a Describe below what security infrastructure/controls are/will be put in place to safeguard this data:

10. AREAS OF IMPACT

Application Systems

Database Systems

Software

Hardware

PC Purchases, Peripherals

Hosted Solution (Cloud Implementation)

Security

Telecommunications

Enterprise Solutions

Contract Services/Procurements

11. FINANCIALS

| Description | PIJ Category | Cost Type | Fiscal Year Spend | Quantity | Unit Cost | Extended Cost | Tax Rate | Tax | Total Cost |
|---|--------------|-------------|-------------------|----------|-----------|---------------|----------|----------|-------------|
| HP 3 Year Absolute Resilience for Education | Hardware | Development | 1 | 1200 | \$72 | \$86,088 | 810.00 % | \$6,973 | \$93,061 |
| HP 3 year NBD Onsite Hardware Support w/DMR for Notebooks | Hardware | Development | 1 | 300 | \$65 | \$19,392 | 0.00 % | \$0 | \$19,392 |
| HP 3 year Next Business Day Onsite | Hardware | Development | 1 | 700 | \$8 | \$5,278 | 0.00 % | \$0 | \$5,278 |
| HP 3 year Next Business Day Onsite UE332E | Hardware | Development | 1 | 500 | \$8 | \$3,770 | 0.00 % | \$0 | \$3,770 |
| HP 3YR Absolute Premium | Hardware | Development | 1 | 300 | \$72 | \$21,522 | 810.00 % | \$1,743 | \$23,265 |
| HP EliteBook 840 G7 | Hardware | Development | 1 | 300 | \$1,085 | \$325,353 | 810.00 % | \$26,354 | \$351,707 |
| HP EliteDesk 800 G6 Desktop Mini | Hardware | Development | 1 | 1200 | \$882 | \$1,058,124 | 810.00 % | \$85,708 | \$1,143,832 |
| HP EliteDisplay E223 21.5-inch Monitor | Hardware | Development | 1 | 1400 | \$146 | \$204,904 | 810.00 % | \$16,597 | \$221,501 |
| HP EliteDisplay E243 23.8-inch Monitor | Hardware | Development | 1 | 800 | \$157 | \$125,456 | 810.00 % | \$10,162 | \$135,618 |
| HP EliteDisplay E243m 23.8-inch Monitor | Hardware | Development | 1 | 500 | \$193 | \$96,705 | 810.00 % | \$7,833 | \$104,538 |
| HP Essential Top Load Carry Case | Hardware | Development | 1 | 300 | \$17 | \$5,028 | 810.00 % | \$407 | \$5,435 |
| HP IWC Desktop Mini/TC G1V61AT mount | Hardware | Development | 1 | 1200 | \$92 | \$110,268 | 810.00 % | \$8,932 | \$119,200 |
| HP Slim USB Keyboard and Mouse | Hardware | Development | 1 | 300 | \$16 | \$4,713 | 810.00 % | \$382 | \$5,095 |
| HP USB-C Dock G5 | Hardware | Development | 1 | 300 | \$131 | \$39,285 | 810.00 % | \$3,182 | \$42,467 |
| Forecasted Growth | Hardware | Development | 1 | 1 | \$500,000 | \$500,000 | 0.00 % | \$0 | \$500,000 |

| Base Budget (Available) | Base Budget (To Be Req) | Base Budget % of Project |
|--------------------------------|--------------------------------|---------------------------------|
| \$360,641 | \$0 | 13% |
| APF (Available) | APF (To Be Req) | APF % of Project |
| \$0 | \$0 | 0% |
| Other Appropriated (Available) | Other Appropriated (To Be Req) | Other Appropriated % of Project |

| | | |
|---|---|--|
| \$360,641 | \$0 | 13% |
| Federal (Available) | Federal (To Be Req) | Federal % of Project |
| \$1,109,664 | \$0 | 40% |
| Other Non-Appropriated (Available) | Other Non-Appropriated (To Be Req) | Other Non-Appropriated % of Project |
| \$943,214 | \$0 | 34% |

| | |
|-------------------------------|-------------------------------|
| Total Budget Available | Total Development Cost |
| \$2,774,159 | \$2,774,159 |
| Total Budget To Be Req | Total Operational Cost |
| \$0 | \$0 |
| Total Budget | Total Cost |
| \$2,774,159 | \$2,774,159 |

12. PROJECT SUCCESS

Please specify what performance indicator(s) will be referenced in determining the success of the proposed project (e.g. increased productivity, improved customer service, etc.)? (A minimum of one performance indicator must be specified)

Please provide the performance objective as a quantifiable metric for each performance indicator specified.

Note: The performance objective should provide the current performance level, the performance goal, and the time period within which that performance goal is intended to be achieved. You should have an auditable means to measure and take corrective action to address any deviations.

Example: Within 6 months of project completion, the agency would hope to increase "Neighborhood Beautification" program registration by 20% (3,986 registrants) from the current registration count of 19,930 active participants.

Performance Indicators

The current hardware is 4 - 7 years old and reaching the end of life. With new hardware, the agency will continue to function without the interruption of failing equipment.

13. CONDITIONS

Conditions for Approval

Should development costs exceed the approved estimates by 10% or more, or should there be significant changes to the proposed technology scope of work or implementation schedule, the Agency must amend the PIJ to reflect the changes and submit it to ADOA-ASET, and ITAC if required, for review and approval prior to further expenditure of funds.

Monthly reporting on the project status is due to ADOA-ASET no later than the 15th of the month following the start of the project. Failure to comply with timely project status reporting will affect the overall project health. The first status report for this project is due February 15, 2021.

14. OVERSIGHT SUMMARY

Project Background

The Department of Economic Security (DES) provides social services to low income individuals in need of assistance. DES hardware is reaching the end of life and is needing to be replaced before social workers start experiencing issues with the outdated equipment which can delay services for individuals in need of assistance. In

addition to the replacement of outdated equipment, DES will purchase equipment to accommodate the growing need of additional staff hired and the new remote business model resulting from the COVID-19 Pandemic.

Business Justification

This project will refresh 1,500 PC's reaching the end of life allowing social services to continue without interruption in order to support families in need and allow the purchase of new equipment required with forecast growth within DES.

Implementation Plan

The vendor will be responsible for providing hardware and the agency will be responsible for coordination with each DES Division, the proposed devices to be replaced and will also handle coordinating the reassignment or surplus of the old equipment.

Vendor Selection

DES reached out to three vendors (Milestone, WWT, and CDW) which all submitted quotes. DES selected the vendor Milestone for their ability to meet exact requirements provided by DES.

Budget or Funding Considerations

Funding for this project is provided by 13% base budget, 13% other appropriated budget, 40% federal budget, and 34% non-appropriated budget.

DES will replace 1500 PC's totaling 2,274,159.13 will be allocated to the replacement of 1,500 PC's reaching end of life and 500,000.00 will be allocated to forecast growth as a result of the increased workflow due to the pandemic.

15. PIJ REVIEW CHECKLIST

Agency Project Sponsor

Mark Darmer

Agency CIO (or Designee)

Mark Darmer

Agency ISO (or designee)

Mark Darmer (Acting CISO)

OSP Representative

ASET Engagement Manager

ASET SPR Representative

Thomas Considine

Agency SPO Representative

David Steuber

Agency CFO

Roberta Blythe